

- 2 -

In the claims:

Claims 1- 10 canceled

11. (New) A system for enabling a remote agent to access a communication center and to operate with a computerized appliance as an agent with full access to data and software tools of the communication center, the system comprising:

a proxy server executing a software suite and having a first two-way data link to data and software tools of the communication center; and

a second two-way data link between the proxy server and the computerized appliance used by the remote agent;

characterized in that the proxy server ascertains hardware and software characteristics of the computerized appliance and manages communication between the computerized appliance and the data and software at the communication center in a form usable by each.

12. (New) The system of claim 11 wherein the computerized appliance is one of a hand-held computer, a personal digital assistant, a portable laptop computer, or a cellular telephone.

13. (New) The system of claim 11 wherein the second two-way data link is one of a hard-wired telephone connection, a wireless connection, or a data-packet connection via the Internet.

14. (New) The system of claim 11 wherein the proxy server and the computerized appliance each execute an instance of a Nano-browser enabling Internet Protocol communication over the second two-way data link.

15. (New) The system of claim 11 wherein the proxy server is a first proxy server

- 3 -

connected to a plurality of remote proxy servers, each at a separate remote call center, and the computerized appliance connects to and operates software and accesses data at least one of the plurality of remote call centers.

16. (New) A method for enabling a remote agent to access and operate with a computerized appliance as an agent with full access to data and software tools of a communication center, the method comprising the steps of:

(a) establishing a first two-way data link between the computerized appliance and a proxy server;

(b) ascertaining by the proxy server hardware and software characteristics of the computerized appliance over the first two-way data link;

(c) establishing a second two-way data link between the proxy server and data and software tools at the communication center; and

(d) transforming by the proxy server data and results of software operations into a form useable by the computerized appliance, and transforming data and commands from the computerized appliance to a form useable by the software operations.

17. (New) The method of claim 16 wherein the computerized appliance is one of a hand-held computer, a personal digital assistant, a portable laptop computer, or a cellular telephone.

18. (New) The method of claim 16 wherein the first two-way data link is one of a hard-wired telephone connection, a wireless connection, or a data-packet connection via the Internet.

19. (New) The method of claim 16 wherein the proxy server and the computerized appliance each execute an instance of a Nano-browser enabling Internet Protocol communication over the second two-way data link.

- 4 -

20. (New) The method of claim 19 wherein the a plurality of remote proxy servers, each at a separate remote call center, and wherein computerized appliance connects to and operates software and accesses data at least one of the remote call centers.